Consumer Sentinel Complaint Statistics and Trends for Maine

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Maine Consumers = 581



Fraud Complaints from Maine Consumers = 462

Top Fraud Complaint Categories for Maine Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	90	19%
2	Internet Services and Computer Complaints	70	15%
3	Prizes/Sweepstakes and Lotteries	55	12%
4	Advance-Fee Loans and Credit Protection/Repair	50	11%
5	Shop-at-Home/Catalog Sales	48	10%

Top Fraud Complaint Categories Against Maine Companies

Rank	Top Categories	Complaints	Percentage*
1	Shop-at-Home/Catalog Sales	72	26%
2	Health Care	56	20%
3	Internet Auctions	51	19%
4	Internet Services and Computer Complaints	30	11%
5	Advance-Fee Loans and Credit Protection/Repair	28	10%

Amount Paid Reported by Maine Consumers

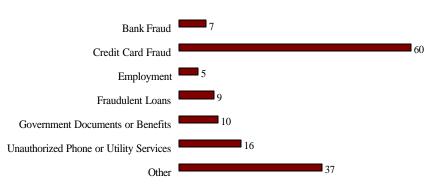
Total No. of	Total Amount	Total Complaints	Percentage of Complaints	Average Amount
Complaints	Paid Reported	Reporting Amt Pd	Reporting Amount Paid	Paid Reported**
462	\$320,246	336	73%	\$953

^{*}Percentage is based upon the total number of fraud complaints from Maine consumers and the total number of fraud complaints against Maine companies, respectively.



Identity Theft Victims in Maine = 119

Complaints by Identity Theft Type¹



¹ Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

Top Identity Theft Victim Locations

Victim City	No. of Complaints
Portland	8
York	5
Kittery	4
Berwick	3
Biddeford	3
Old Orchard Beach	3

^{**}Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Maine consumers.